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SERIAL NUMBER 09/845,486	FILING DATE 04/30/2001 RULE	CLASS 455 379	GROUP ART UNIT 2684 2642	ATTORNEY DOCKET NO. 00-4064
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APPLICANTS

Joshua Bers, Cambridge, MA;
Patrick Peterson, Cambridge, MA;
Michael Roberts, Boston, MA;
William Russell, Reading, MA;
Lawrence R. Smith, Boxborough, MA;

**** CONTINUING DATA *******

THIS APPLN CLAIMS BENEFIT OF 60/242,634 10/23/2000

**** FOREIGN APPLICATIONS *******

IF REQUIRED, FOREIGN FILING LICENSE
GRANTED ** 06/25/2001

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY MA	SHEETS/DRAWING 13	TOTAL CLAIMS 35	INDEPENDENT CLAIMS 8
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature: <i>[Signature]</i> Initials: <i>HA</i>				

ADDRESS

Leonard C. Suchyta
Verizon Services Group
600 Hidden Ridge, HQE03H01
Irving, TX 75038

TITLE

Systems and methods for providing audio information to service agents

FILING FEE RECEIVED 1380	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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